

File 16:Gale Group PROMT(R) 1990-2004/Jan 09
 (c) 2004 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2004/Jan 09
 (c) 2004 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2004/Jan 09
 (c) 2004 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2004/Jan 09
 (c) 2004 The Gale Group
 File 636:Gale Group Newsletter DB(TM) 1987-2004/Jan 09
 (c) 2004 The Gale Group
 File 9:Business & Industry(R) Jul/1994-2004/Jan 08
 (c) 2004 Resp. DB Svcs.
 File 15:ABI/Inform(R) 1971-2004/Jan 09
 (c) 2004 ProQuest Info&Learning
 File 20:Dialog Global Reporter 1997-2004/Jan 09
 (c) 2004 The Dialog Corp.
 File 95:TEME-Technology & Management 1989-2004/Dec W3
 (c) 2004 FIZ TECHNIK
 File 476:Financial Times Fulltext 1982-2004/Jan 09
 (c) 2004 Financial Times Ltd
 File 610:Business Wire 1999-2004/Jan 09
 (c) 2004 Business Wire.
 File 613:PR Newswire 1999-2004/Jan 09
 (c) 2004 PR Newswire Association Inc
 File 624:McGraw-Hill Publications 1985-2004/Jan 09
 (c) 2004 McGraw-Hill Co. Inc
 File 634:San Jose Mercury Jun 1985-2004/Jan 08
 (c) 2004 San Jose Mercury News
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 8:Ei Compendex(R) 1970-2004/Dec W4
 (c) 2004 Elsevier Eng. Info. Inc.
 File 94:JICST-EPlus 1985-2004/Jan W1
 (c) 2004 Japan Science and Tech Corp(JST)
 File 6:NTIS 1964-2004/Jan W2
 (c) 2004 NTIS, Intl Cpyrght All Rights Res
 File 34:SciSearch(R) Cited Ref Sci 1990-2004/Jan W1
 (c) 2004 Inst for Sci Info
 File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
 (c) 1998 Inst for Sci Info
 File 7:Social SciSearch(R) 1972-2004/Jan W1
 (c) 2004 Inst for Sci Info

Set	Items	Description
S1	18093	(CUSTOMER OR CUSTOMERS OR INDIVIDUAL OR INDIVIDUALS) () (ACQ- UISITION? OR RETENTION?) (5N) (COST OR COSTS)
S2	1501	INVEST? (5N) (CUSTOMER OR INDIVIDUAL OR INDIVIDUALS) () (RETEN- TION? OR ACQUISITION? OR DEFLECTION?)
S3	476011	(VALUE OR VALUAT? OR WORTH?) (3N) (ESTIMAT? OR FORECAST? OR - MEASUR? OR BASED)
S4	2983	(PROFIT()MARGIN?) (3N) (ESTIMAT? OR FORECAST? OR MEASUR?)
S5	926	LIFETIME() (VALUE OR VALUES OR VALUAT?) (3N) (ESTIMAT? OR FOR- ECAST? OR MEASUR?)
S6	213	(LONG()TERM()PROFIT?) (3N) (ESTIMAT? OR FORECAST? OR MEASUR?)
S7	315011	(FUTURE OR PROJECTED OR PROJECTIONS) (3N) (PROFIT OR PROFITS OR INCOME OR REVENUE?)
S8	36978	AU=(CHENG, C? OR CHENG C ? OR LEE, S ? OR LEE S?)
S9	35	S1(3N) (S3 OR S4 OR S7)
S10	28	S9 NOT PY>2000
S11	10	RD (unique items)
S12	37	S2(S) (S3 OR S4 OR S7)

S13 37 S12 NOT S1
S14 7 S13 NOT PY>2000
S15 6 RD (unique items)
S16 10 (S1 OR S2)(S)(S5 OR S6)
S17 9 S16 NOT (S11 OR S15)
S18 1 S17 NOT PY>2000

=> d hist

(FILE 'HOME' ENTERED AT 10:18:54 ON 12 JAN 2004)

FILE 'CONFSCI' ENTERED AT 10:19:02 ON 12 JAN 2004

L1 0 S LIFETIME() (VALUE OR VALUES OR VALUAT?) (3N) (ESTIMAT? OR FORECA